

Fig.1

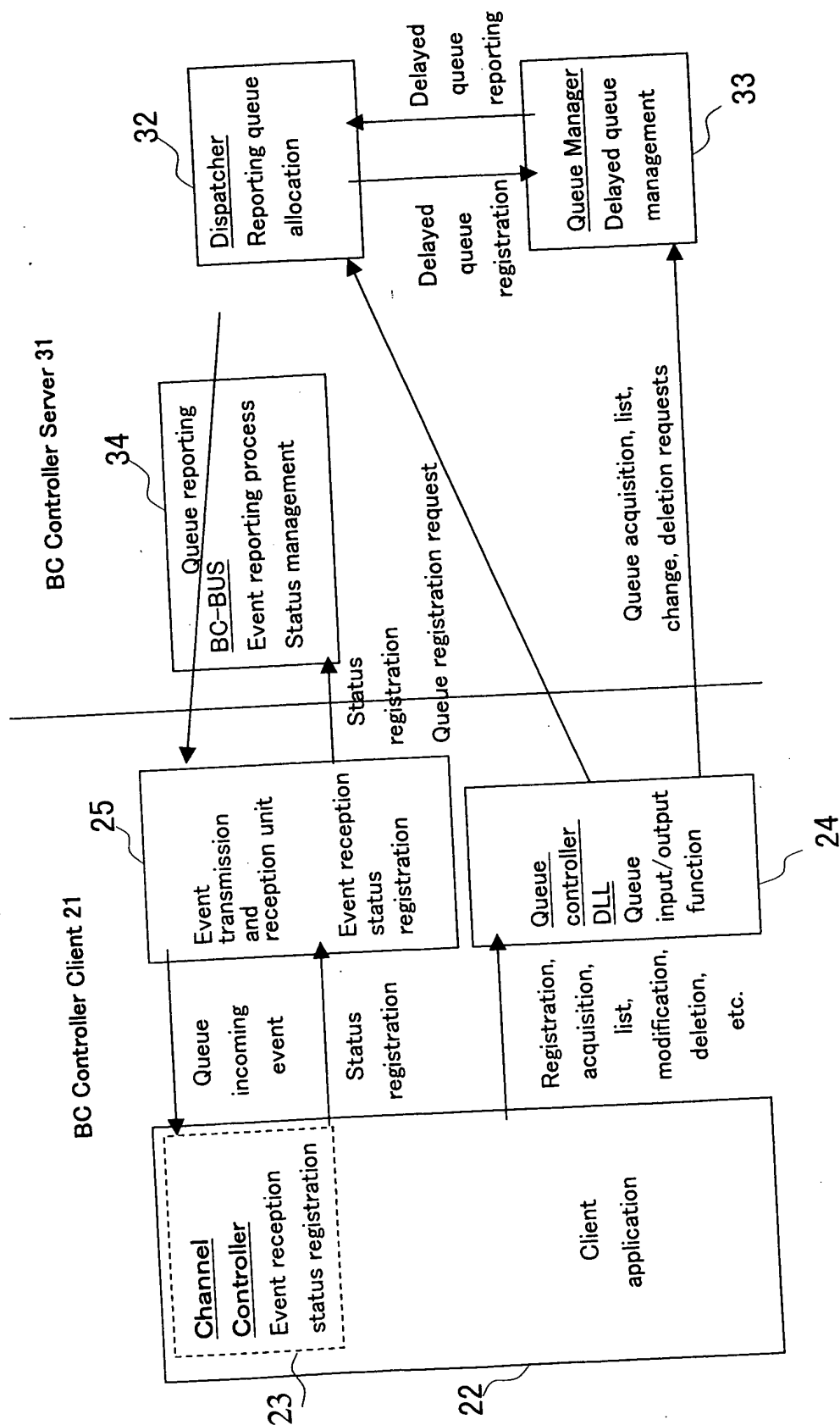


Fig.2

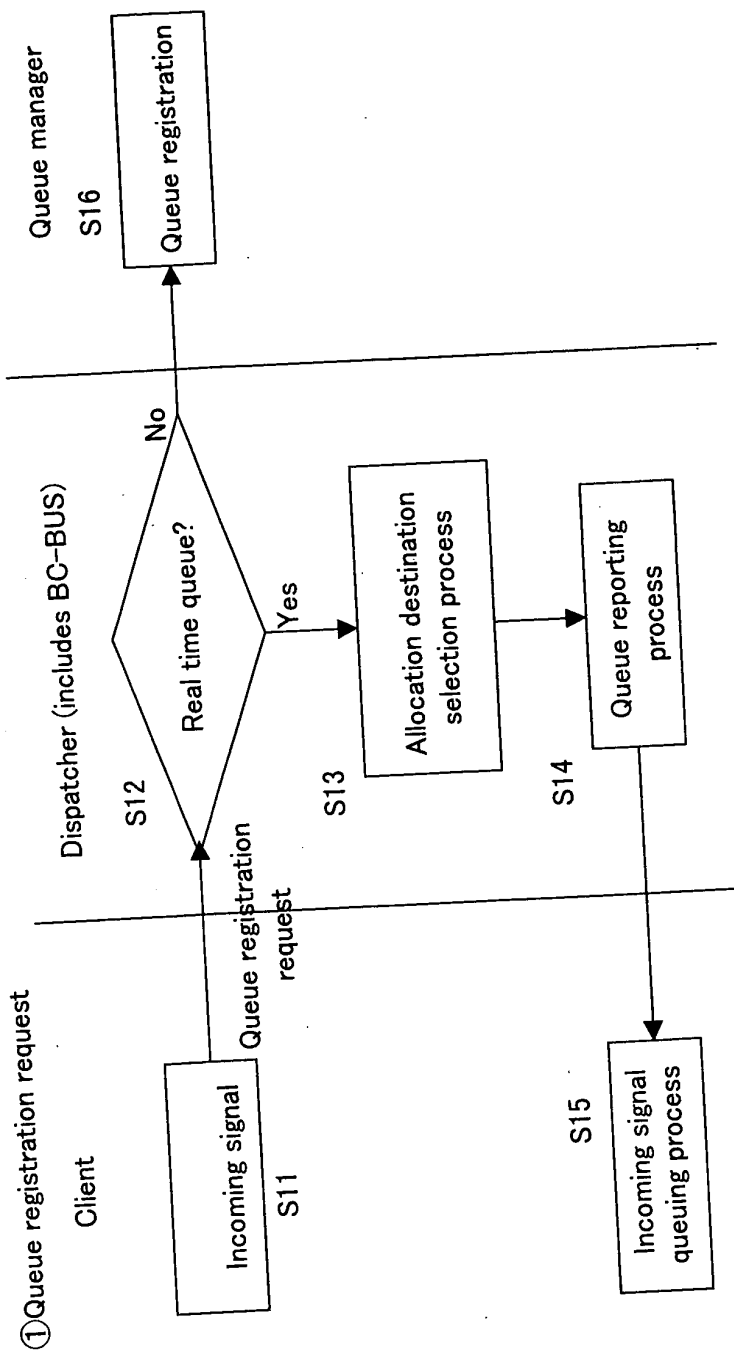


Fig.3

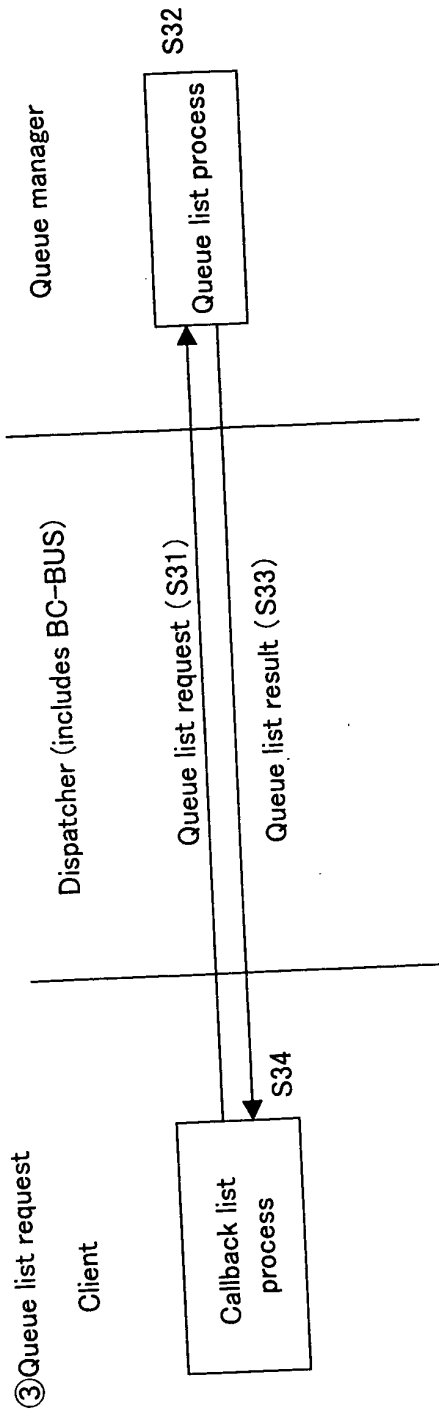


Fig.5

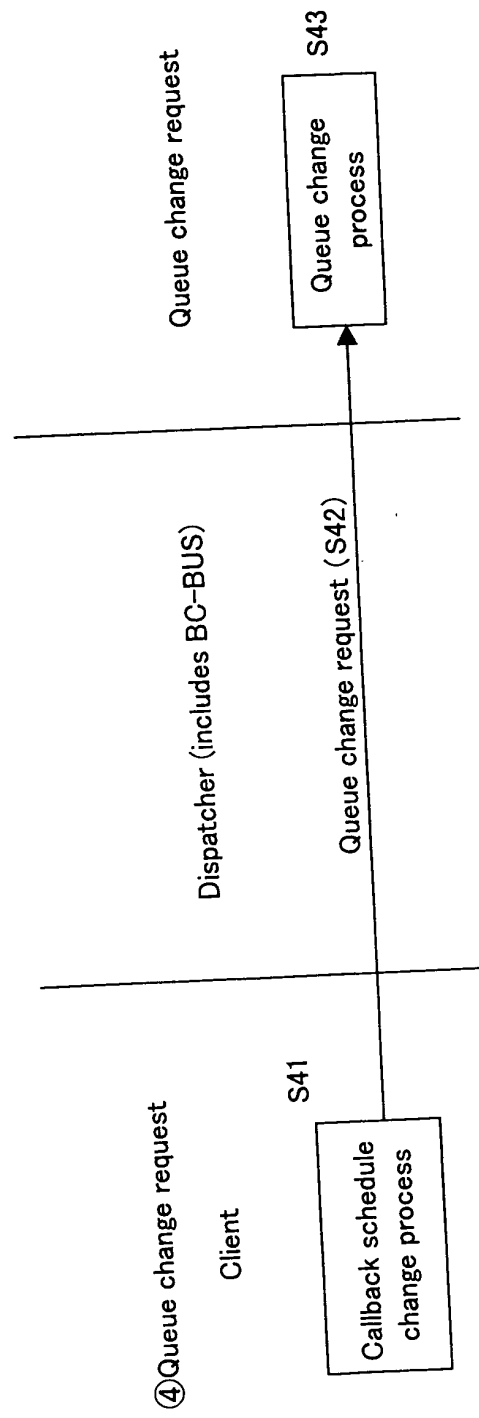


Fig.6

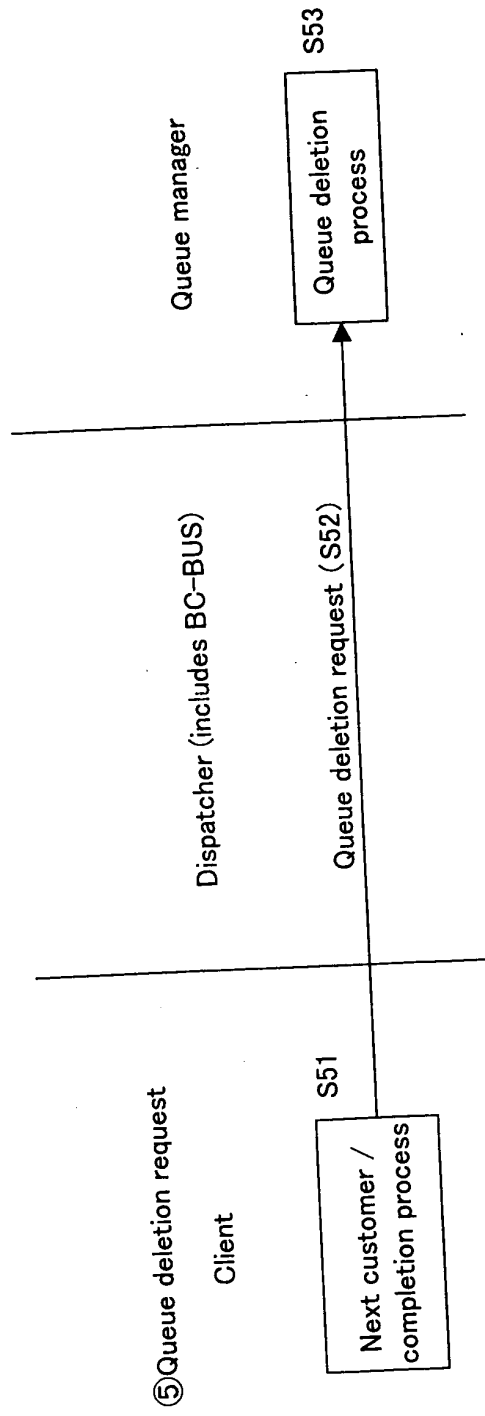


Fig.7

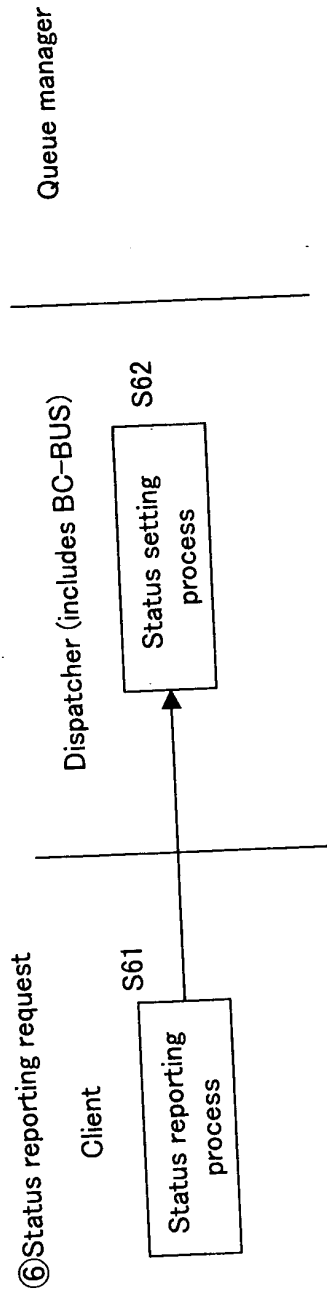


Fig.8

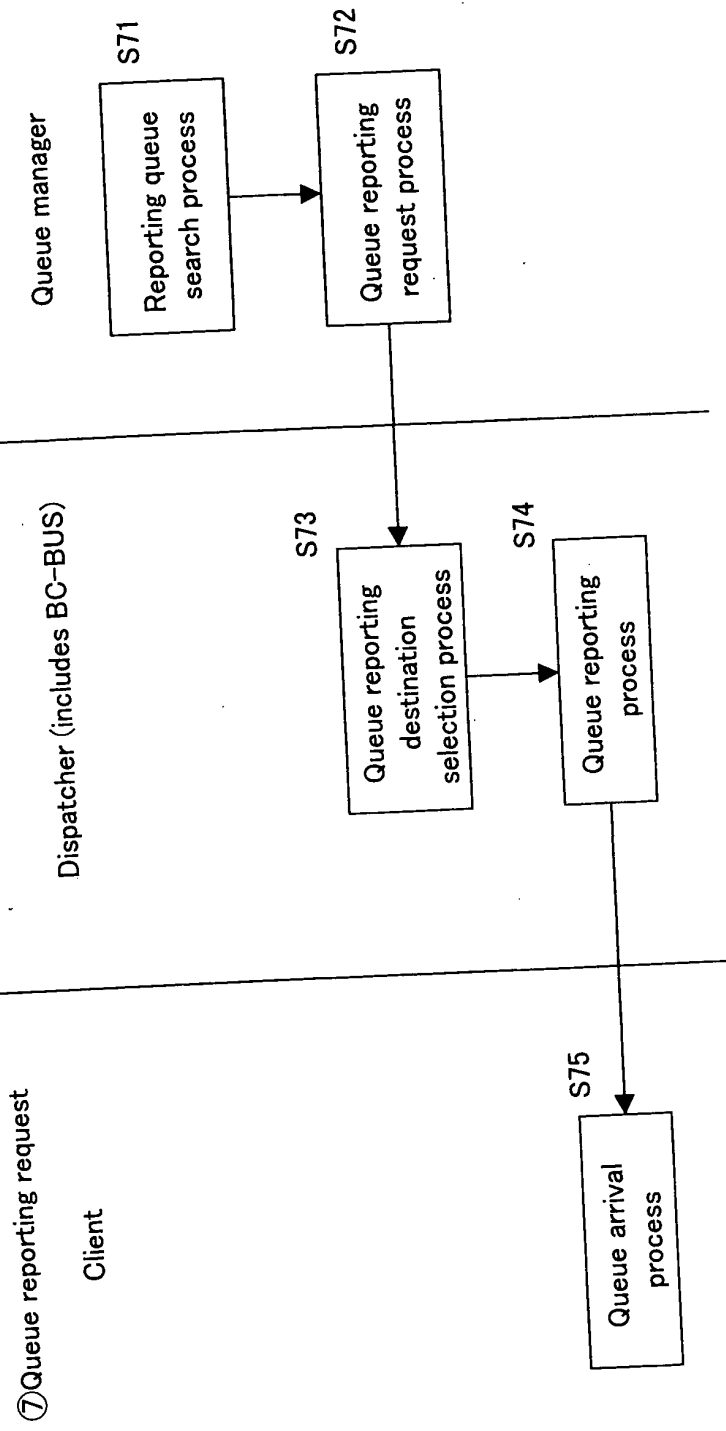


Fig.9

002277 2324.260

Channel Classification	
Queue Category	
In/out Category	
User ID	
Campaign ID	
Customer ID	
History Key	
Start Date, Time	
End Date, Time	
Queue ID	
Area Code	
Household Name Identifying Number	
Individual Name Identifying Number	

Fig.10

0022FF" 2924T660

Queue Category	Queue Category Name
1	In-Effect Callback
2	No Answer Callback
3	Follow-Up Call
4	Campaign
5	Web Forwarding
6	e-mail Forwarding
7	e-mail Transmission (Individual)
8	e-mail Transmission (Direct Mail)
9	Phone Call Forwarding

Fig.12

DD22T" 2924T460

Queue classification	Task Request	Delayed notification	Real time notification
In-effect callback		0	
No answer callback	0		
Follow-up call		0	
Campaign	0		0
Web forwarding			
E-mail forwarding		0	
E-mail sending (individuals)		0	
E-mail sending (direct mailings)	0		
Phone call forwarding			0

Subjects of queue manager acquisition requests

Subjects of dispatcher notification requests

Fig.13

0022T 232T 260

User ID
Campaign code
Area code
Importance
Forwarding group ID
In-effect flag
In/out classification

Fig.14

Queue Category

Queue Category
Task Category
Campaign Code
Queue Creation Time And Date (for computing hold time)
Allocation Logic Number

Fig.15

002211" 2922 F260

Task Category	Category Name
0	Task Stop Parameter
10	CTI Inbound
11	Potential Sales
20	CTI Outbound
30	Tele-banking
40	e-mail Inbound
41	e-mail Outbound
50	Web
98	Common
99	Other

Fig.16

002227 2324F60

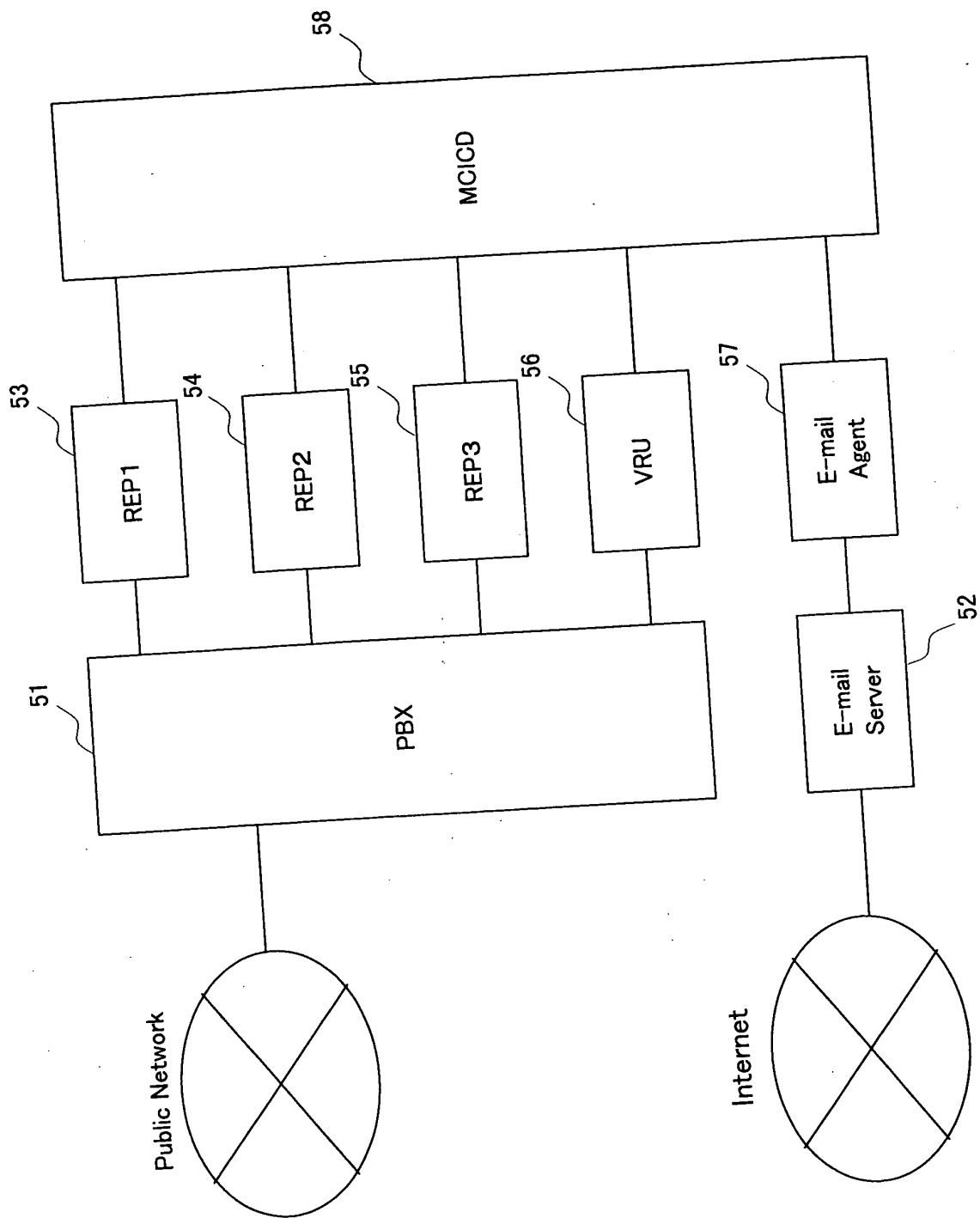


Fig.18